Contact Us

Last Modified on 09/29/2025 2:52 pm EDT

Contact Information

Contact Info

For Customers

For Agents

(For agency use only – please do not give to customers)

Agent Line: 855-939-5367

Press 1: Existing or cancelled policies (including underwriting)

Press 2: Cancel a policy

Press 3: Agency/technical support

Press 4: Claims

Other contact:

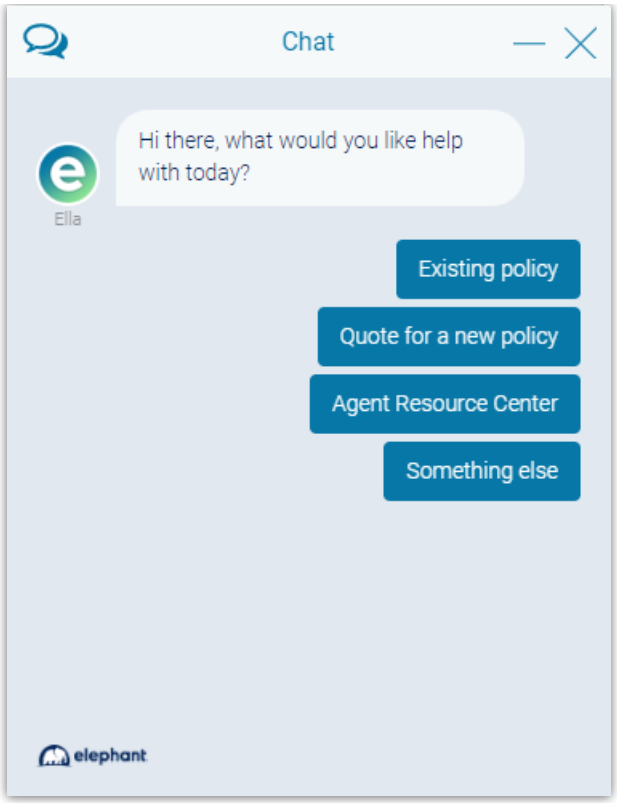
- Tech Support Email: agencytechsupport@elephant.com
- Underwriting Email: underwriting@elephant.com
- Underwriting (POST BIND ONLY): 855-939-5350
- **Chat** is available on the quote journey or on the Agent Portal
- Register or get your company code by emailing agencytechsupport@elephant.com

Claims

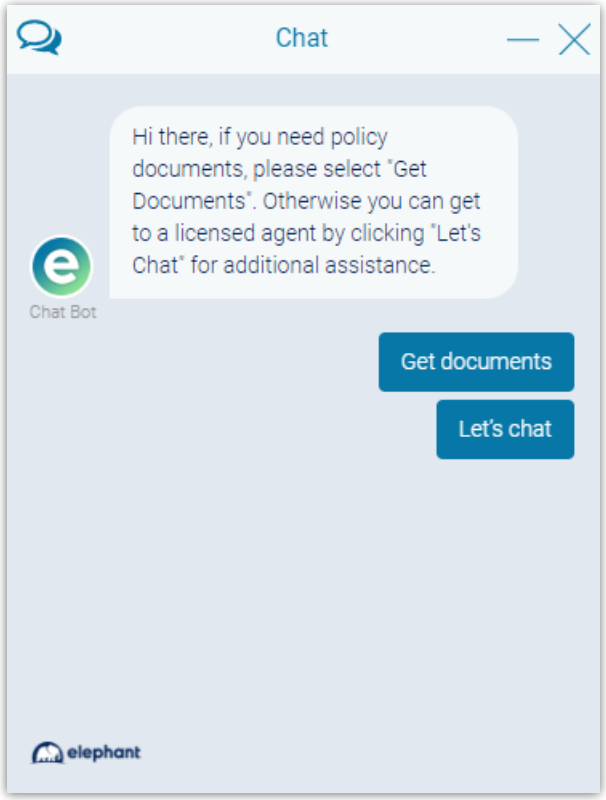
Chat

Chat

You can access chats several ways, you will be talking to a live agent. If you need sales support, you can access chat in the bottom right corner on the quote retrieval page or in the quote journey **here** or on the homepage of the Agency Resource Center, **here**. You will see a box that looks like below. If you have questions about or need to make changes to an existing or canceled policy, select "existing policy." If you need sales support for a quote for a brand-new customer, select "quote for a new policy." You want to be sure to select the right one as you will be talking with a live agent and specific agents can only help with specific things.



You can also access chat for Customer Care (for existing or canceled policies,) go here. If you only need documents, you can select that, and you will go to a site to manually request the documents. (See below.)



Feedback

Contact Information

Feedback

Your Feedback is Important to us!



We care about you and your customer's experience. Please provide any feedback of what you like or what would improve your experience here.